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IFW

PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant: Doyle et al.) Group Art Unit: 2642
Serial No: 09/300,676) Examiner: Deane
Filed: 04/27/99) Attorney Docket No.: 6065-73744
For: DYNAMIC SKILL-BASED CALL ROUTING)

INFORMATION DISCLOSURE STATEMENT

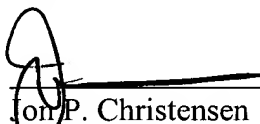
Mail Stop IDS
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P.O. Box 1450
Alexandria, VA 22313-0001

Dear Sir:

In accordance with 37 C.F.R. §§ 1.51, 1.56, 1.97 and 1.98 applicant submits herewith, the attached form PTO 1449 for consideration by the Examiner in connection with the examination of the present application. Under 37 C.F.R. §1.97(h), the filing of this Information Disclosure Statement shall not be construed to mean that a search has been made or that no other material information as defined by 37 C.F.R. §1.56(a) exists.

It is believed that no fee is due in connection with this Information Disclosure Statement. Should any fee be required, authorization is hereby given to charge any such fee to Deposit Account No. 23-0920.

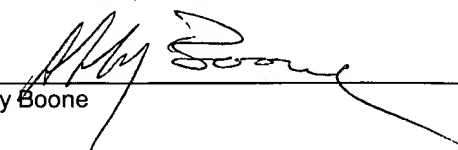
Respectfully submitted,



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CERTIFICATE OF MAILING

I hereby certify that this correspondence is being deposited with the U.S. Postal Service as first class mail in an envelope addressed to: Mail Stop IDS
Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-0001, on December 21, 2004.


Abby Boone

	Docket Number (Optional) 6065-73744	Application Number 09/300,676
	Applicant(s) Robert Doyle	
	Filing Date 04/27/1999	Group Art Unit 2642

U.S. PATENT DOCUMENTS

*EXAMINER INITIAL	REF	DOCUMENT NUMBER	DATE	NAME	CLASS	SUBCLASS	FILING DATE IF APPROPRIATE
		5,864,617	01/26/1999	Donnelly			

FOREIGN PATENT DOCUMENTS

	REF	DOCUMENT NUMBER	DATE	COUNTRY	CLASS	SUBCLASS	Translation	
							YES	NO
		GB 2 345 819 A	19.07.2000	Great Britain				
		EP 0 740 450 A2	30.10.1996	EPO				
		EP 1 056 264 A3	02.01.2004	EPO				

OTHER DOCUMENTS (Including Author, Title, Date, Pertinent Pages, Etc.)

EXAMINER	DATE CONSIDERED
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EXAMINER: Initial if citation considered, whether or not citation is in conformance with MPEP Section 609; Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.